

# Warranty Claim Detail

R.O. Number **72369**  
 Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	0531
Description	Jack-Equalizer System-Leg assembly/cylinder
Occurrences	1
Requested Hours	2.00
Authorized Hours	2.00
Fault Code	19-Fluid Leak
Vendor Responsible	003631-EQUALIZER SYSTEMS Hours:1.00
Notes	SA# 5762 DGW 1.0 FOR ACCESS

CUSTOMER COMPLAINT
COMMENT ENTERED ON 10/17/2025 AT 04:50 PM BY DEALER UNIT LEAKING HYDRAULIC FLUID ON GROUND AT FRONT AREA

AUTHORIZATION NOTES
COMMENT ENTERED ON 10/17/2025 AT 6:00:11 PM BY CSTROZIER EQ WILL REQUIRE PHOTOS OF THE ENTIRE JACK AND LEAKING AREA SHOWING THE LEAK IN PROGRESS. IN ADDITION THE JACK TAG (USUALLY COVERED WITH TAPE) COMMENT ENTERED ON 10/21/2025 AT 01:33 PM BY DEALER SENT PICS TO LEON COMMENT ENTERED ON 11/06/2025 AT 1:26:54 PM BY ALDUNNING AUTH EMAILED IN CASE 01039161 COMMENT ENTERED ON 11/06/2025 AT 3:31:03 PM BY CSTROZIER BRIAN CALLED ABOUT THE JACK AND I ADVISED HIM WE ARE WAITING ON THE RA. SINCE THE BOTTOM SEAL IS LEAKING PROFUSELY I AGREED IT IS OK TO ORDER THE JACK BEFORE EQ GETS BACK TO US COMMENT ENTERED ON 11/18/2025 AT 11:41:31 AM BY ALDUNNING JASON,  THIS WAS ALREADY AUTHORIZED ON SA# 5762 SEE ATTACHED .  THIS WAS RESPONDED TO AND APPROVED ON 11/7/2024

GENERAL INFORMATION	
Status	Paid
Date In	10/17/2025
Submit Date	10/21/2025
Authorization	No 10/17/2025
Work Complete	Yes 12/19/2025
Payment	Yes 12/22/2025

TOTALS	Requested	Authorized
Labor	370.00	370.00
Sublet	.00	.00
Parts	835.86	835.86
Freight	.00	.00
Adjustments	.00	.00
<b>TOTAL</b>	<b>1456.62</b>	<b>1456.62</b>
<b>TOTAL PAID</b>		<b>1456.62</b>